

Welcome to Nayak Plastic Surgery and Avani Derm Spa!

Please print and complete pages 2-7 of this file prior to your visit and bring them with you. Please also bring your driver's license or photo ID. If you are unable to complete the paperwork in advance, please arrive 15-30 minutes early to complete it in our office before your scheduled appointment time.

If you have a consultation with Dr. Nayak, please expect to spend about an hour at our office. Injectable treatments, if desired, can usually be performed the same day, with minimal recovery. If you are considering surgery, please bring your calendar. Surgical dates fill quickly, and your first open surgical dates are likely to be 6-10 weeks after your consultation. If you have questions about the consultation, recovery or any procedures with Dr. Nayak, please call the office and ask to speak to a Consult Coordinator. The fee to reserve a consultation with Dr. Nayak is \$200, payable when booking the appointment. You may apply this amount toward any product or service we provide if purchased or booked within 3 months of your appointment. If you miss your appointment or cancel less than 24 hours in advance, your \$200 will be donated to Dr. Nayak's annual medical mission to Vietnam. We do not accept any medical insurances.

Nonsurgical consultations with our estheticians and nurse injectors are complimentary. Our highly-skilled estheticians plan their appointment times to provide each client with expert care and undivided, unhurried attention. We ask that esthetic clients give us 24 hours' notice to cancel or reschedule an appointment. We understand that things come up unexpectedly, however, patients who cancel or reschedule 3 times with less than 24 hours' notice will be required to put down a deposit of \$75 for all future appointments and will be forfeited if the appointment is canceled less than 24 hours in advance.

If you are interested in treatment with injectables or a surgical procedure you should discontinue use of aspirin, ibuprofen (Motrin/Advil), Naprosyn (Alleve), vitamin E, Garlic, Ginger, Ginseng, St. John's Wort or Ginko two weeks prior to your desired surgery or procedure date. If you are taking one of the above medications under a doctor's care, you must check with that doctor before discontinuing use. You may take Tylenol or Extra Strength Tylenol. If you are unsure whether a product is safe to take before a procedure, please call our office. We recommend registering for each companies' rewards program before your appointment, so you may start earning points toward your rewards immediately.

Allergan's rewards program (Botox, Juvederm): https://www.brilliantdistinctionsprogram.com/ Galderma's rewards program (Dysport, Restylane): https://www.aspirerewards.com/

Patient satisfaction is our number one priorty. Our office staff is made up of bright, energetic professionals who are happy to answer any questions you may have before or after your visit. We look forward to meeting you!

Thank you,

Allie Israelson Office Manager



	PATIEN	T REGISTRATI	ON (please print)	
Patient Last Name		First Name _		MI
Date of Birth	Age	Social Security #		Marital Status
Street Address			City	
State	Zip	Email		
Phone (H)	(C)		(W)	
Emergency Contact Name			Phone Number	
ALL FEES. I UNDERSTA IMPORTANT: A	ND THAT I AM RE S OF 3/1/18, WI ES. CASH AND AI	SPONSIBLE FOR M E CAN NO LON LL MAJOR CREDI	IY SERVICE FEES. IGER ACCEPT CH Γ CARDS ACCEPTE	PATIENT IS RESPONSIBLE FOR ECKS FOR PRODUCTS AND D. WE ALSO DO ACCEPT SOME
Patient's Signature (If 18 year	rs or older)			Date
Parent/Guardian's Signature ((If under 18 years)			Date



NOTICE OF PRIVACY PRACTICES:

Acknowledgement of Receipt

By signing this form, you acknowledge receipt of the *Notice of Privacy Practices* of Nayak Plastic Surgery, PC. Our *Notice of Privacy Practices* provides information about how we may use and disclose your protected health information. We encourage you to review it carefully.

Our *Notice of Privacy Practices* is subject to change. If we change our Notice, you may obtain a copy of the revised Notice on request from your health care team.

I acknowledge receipt of the Notice of Privacy Practices of Nayak Plastic Surgery, PC.

X Signature:	Date:
(patient/parent/conservator/guardian)	
To be completed only if no signature is	s obtained:
•	lual's acknowledgement, describe the good faith efforts made to obtain the reasons why the acknowledgement was not obtained:
Signature of provider representative:	Date:
Reasons why the acknowledgement v	vas not obtained:
□ Patient refused to sign.	
□ Other or Comments:	

RESUSCITATION POLICY

It is the policy of Nayak Plastic Surgery to perform full resuscitation, when appropriate, on any patient unless we have written receipt of notarized direction to the contrary.



NAYAK PLASTIC SURGERY, P.C. ARBITRATION AGREEMENT

This Arbitration Agreement is executed by Dr. Laxmeesh Nayak and Nayak Plastic Surgery, P.C. (also d/b/a Avani Day Spa), individually and on behalf of its staff and employees (collectively, "NPS") and you ("Patient"). The parties to this Arbitration Agreement agree that any and all claims, disputes and controversies (collectively referred to as "claims") arising out of, or in connection with, or relating in any way to any diagnosis, treatment, medical service, or spa service received, or goods purchased from NPS or any of its employees will be resolved exclusively by binding arbitration. This includes, but is not limited to, claims for payment, nonpayment, refunds, breach of contract, fraud or misrepresentation, negligence, malpractice, claims for equitable relief or claims based on tort, contract, statute, or warranty.

Should you initiate a claim, the parties agree to use as expert witnesses (with respect to issues concerning the standard of care), only physicians who are board certified by the American Board of Facial Plastic and Reconstructive Surgery. The parties agree that these physician experts will be obligated to adhere to the guidelines or code of conducted defined by the American Academy/Board of Facial Plastic and Reconstructive Surgery. The parties further agree to require any attorney hired by them to adhere to these provisions.

Any arbitration conducted pursuant to this Arbitration Agreement shall be conducted by JAMS, an independent and impartial entity regularly engaged in providing arbitration services, in accordance with the JAMS Comprehensive Arbitration Rules and Procedures, which can be found at http://www.jamsadr.com ("Rules"). In the event of any inconsistency between this agreement and the Rules, the arbitrator shall apply the terms of this agreement. The parties acknowledge that this provision alters the Rules. This agreement shall be governed by and interpreted under the Federal Arbitration Act, 9 U.S.C. Sections 1-16.

The parties agree that this Arbitration Agreement shall inure to the benefit of and binds the parties, their spouses, heirs, children, siblings, representatives, successors and assigns. The parties further intend that this agreement is to survive the lives or existence of the parties hereto.

All claims based in whole or part on the same incident, transaction or related care or service provided by NPS to you shall be arbitrated in one proceeding. A claim shall be waived and forever barred if it arose and should reasonably have been discovered prior to the date upon which notice of arbitration is given to NPS and such claim is not presented in the arbitration proceeding.

You have the right to seek legal counsel concerning this Arbitration Agreement. Execution of this Arbitration Agreement is not a precondition to the furnishing of services to you. In the event a Court having jurisdiction finds any phrase, clause, sentence or provision of this Arbitration Agreement unenforceable, the remainder of the agreement shall be enforceable.

The parties acknowledge and understand that arbitration is a complete substitute for traditional litigation and by entering in to this agreement the parties are giving up and waiving their constitutional right to have any claim decided in a court of law before a judge and a jury, as well as any appeal from a decision or award of damages.

Patient certifies that he/she has read this Arbitration Agreement and understands its contents.

THIS CONTRACT CONTAINS A BINDING ARBITRATION PROVISION WHICH MAY BE ENFORCED BY THE PARTIES.

Patient's Signature	Date
Laxmeesh Nayak, M.D.'s Signature	Date
Nayak Plastic Surgery's Signature	Date



Nayak Plastic Surgery Patient Health/Skin History Form

Name			Today's Date	_	
Date of Birth	Age	Sex	Height	Weight	
Primary Care Physician					
How did you hear about us?					
Procedures I would like to discuss	(Check all that ap	pply):			
Facial Rejuvenation: ☐ Necklift ☐ Facelift ☐ Eyelid Correction	□ Wrin	Rejuvenation: nkles nentation/Age Spots		Nonsurgical Procedures:	
☐ Forehead/Brow Lift ☐ Fat Transfer	□ Redr □ Roug	ness/Rosacea ghness/Texture s/Acne Scarring		☐ Laser Resurfacing ☐ Chemical Peels ☐ Photofacial/IPL	
Profile Surgery: Chin Implant Cheek Implant Facial/Neck Liposuction Nasal Surgery	☐ Acno	ables: ox/Dysport		 □ CoolSculpting Fat Reduction □ Ultherapy facial tightening □ Microlaser Peel □ Cellfina – Permanent Cellulite ■ Reduction 	e
Ear Surgery: ☐ Reduce Prominence ☐ Reduce Earlobe Size ☐ Repair Torn Earlobe	□ Juve □ Rest □ Volu □ Lip A □ Fake	ylane ima Augmentation		☐ Thermiva – Treatment for Lea Dryness & Sexual Function i Women	
Please indicate in your own word	ls what concer	ns you have:			
Have you ever had or used:		Current skin	care regimen:		
yes no Retin A Chemical peels		_			
☐ ☐ Microdermabrasion ☐ ☐ Laser, type ☐ ☐ Botox		Scrub			
 □ Restylane, Collagen, Juvede □ Silicone, Sculptra, Artefill □ Accutane □ Herpes (or cold sore) medic □ Oral contraceptives 		Sunscreen Moisturizer			
Past: Little Excessive	Tanning Beds: Past: □Little □ Present: □Little	Excessive	Sunscreen:	Decasional □Daily	

Review of Systems

Please circle any symptoms below that you feel are affecting your health:

<u>General</u>: Fatigue, unexplained weight gain/loss, fever, chills, night sweats, sleep problems, pain.

Skin: New or changing skin growth, unexplained rash.

<u>Head</u>: Headaches, recent trauma.

<u>Eves</u>: Blurred/loss of vision, eye pain, discharge, glasses/contacts, **dryness**, **LASIK**, **glaucoma**

Ears: Excessive noise exposure (loud music), ear pain, loss of hearing, ringing in ears, drainage.

<u>Nose</u>: Frequent bloody nose, sinus pain, post nasal drainage, congestion.

Mouth: Tooth pain, oral sores, bleeding.

<u>Throat</u>: Hoarse voice, voice changes, pain or difficulty swallowing, frequent soreness or swelling.

Neck: Pain, stiffness, swelling.

<u>Chest</u>: Breast changes or lumps, nipple discharge, chest wall pain.

Lungs: Cough, shortness of breath, wheezing. CPAP?

<u>Heart</u>: Murmurs, palpitations, pain with exertion, passing out.

<u>Stomach</u>: Frequent nausea, vomiting, diarrhea, constipation, abdominal pain, bleeding, constipation.

<u>Urinary Tract</u>: Frequent urination, pain on urination, blood in urine.

<u>Musculoskeletal</u>: Joint pain, swelling, muscle pain, stiffness, restricted movement, swelling.

<u>Nervous System</u>: Loss of consciousness, dizziness, seizures, weakness or numbness in any body part, tremors, twitching.

<u>Mental Health</u>: Feelings of nervousness/anxiety/panic, crying spells, depression, confusion, problems concentrating.

<u>Blood/Lymph</u>: Anemia, bleeding tendency, easy bruising, swollen/painful lymph nodes.

Other:			

Personal/Family Medical History

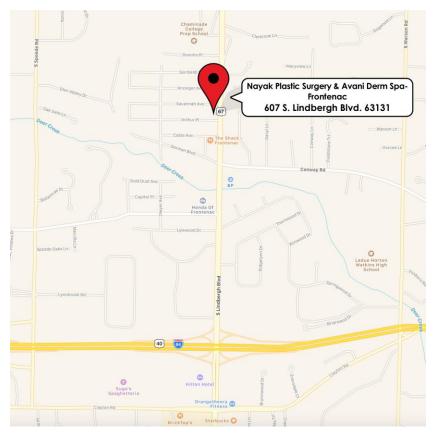
Please check where you or members of your family, have had the following:

had the following:							
	Yourself	Fai	Mother	Father's Side	Mother's Sid	Brother(Sister(s
	self	Father	ther	Side	Side	er(s)	er(s)
AIDS/HIV							
Alcoholism							
Anemia							
Anxiety							
Arthritis							
Asthma							
Bleeding Problem							
Cancer							
Cirrhosis							
Dementia							
Depression							
Diabetes Mellitus							
Eczema, Hives Rash							
Eye Problem/Glaucoma							
Heart Disease/Murmur							
Hemophilia							
High/Low Blood Pressure							
High Cholesterol							
Kidney/Bladder Problem							
Liver Disease/Jaundice							
Lung Disease							
Mental Illness							
Osteoporosis							
Parkinson's Disease							
Peptic Ulcer Disease							
Phlebitis/Blood Clot							
Rheumatic Fever							
Seizures/Epilepsy							
Sickle Cell Disease							
Stroke							
Thallasemia							
Thyroid Disease							
Tuberculosis							

Other:			

Please list all co	urrent medi	cations
	-	Reason for taking it
	er: (aspirin, T	'ylenol, antihistamines, herbals,
vitamins, etc)		
<u>Name</u>	<u>Dose</u>	Reason for taking it
DI 15-4	4 211	//
riease list curr	ent innesses	meann problems:
Please list surg	eries and ho	spitalizations:
110000 1100 00119	,01108 001101 110	Year
		
		
		
-	Prescription Dr Name Over the counte vitamins, etc) Name Please list curr Please list surg	Over the counter: (aspirin, T vitamins, etc)



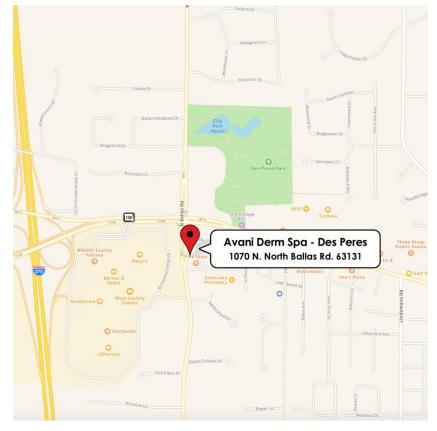


Nayak Plastic Surgery & Avani Derm Spa – Frontenac

607 S. Lindbergh Blvd. Frontenac, MO 63131 (314) 991-5438

From Highway 40, take the Lindbergh Exit North. This exit is West of 170, but East of 270.

Driving North on Lindbergh, you will need to pass our building on the left due to the median. **Stay to the right.** Just passed our building, take the Chaminade U-Turn Ramp on the right to make a U-Turn onto Southbound Lindbergh. You will then turn right onto Arthur Pl. just passed Savannah Ave. and then an immediate right into our parking lot.



Avani Derm Spa – Des Peres

1070 N. Ballas Rd. Des Peres, MO 63131 (314) 896-3376

Our Des Peres office is located at the intersection of Manchester Ave. and North Ballas Rd. just East of 270. It is in the same shopping plaza as Five Guys and Schnuck's, directly across the street from the West County mall. The parking lot is accessible from North Ballas Rd. and Manchester Ave.

Both of our offices are wheelchair accessible.



Effective Date: Sept. 23, 2013

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If you have any questions about this notice, please contact our Privacy Officer, Allie Israelson.

OUR OBLIGATIONS:

We are required by law to:

- -Maintain the privacy of protected health information ("PHI")
- -Give you this notice of our legal duties and privacy practices regarding health information about you
- -Follow the terms of our notice that is currently in effect

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION:

The following describes the ways we may use and disclose health information that identifies you ("Protected Health Information" or "PHI"). Except for the purposes described below, we will use and disclose Health Information only with your written permission. You may revoke such permission at any time by writing to our practice Privacy Officer.

For Treatment. We may use and disclose Health Information for your treatment and to provide you with treatment-related health care services. For example, we may disclose Health Information to doctors, nurses, technicians, or other personnel, including people outside our office, who are involved in your medical care and need the information to provide you with medical care.

For Payment. We may use and disclose Health Information so that we or others may bill and receive payment from you, an insurance company or a third party for the treatment and services you received. For example, we may give your health plan information about you so that they will pay for your treatment.

For Health Care Operations. We may use and disclose Health Information for health care operations purposes. These uses and disclosures are necessary to make sure that all of our patients receive quality care and to operate and manage our office. For example, we may use and disclose information to make sure the obstetrical or gynecological care you receive is of the highest quality. We also may share information with other entities that have a relationship with you (for example, your health plan) for their health care operation activities.

Appointment Reminders, Treatment Alternatives and Health Related Benefits and Services. We may use and disclose Health Information to contact you to remind you that you have an appointment with us. We also may use and disclose Health Information to tell you about treatment alternatives or health-related benefits and services that may be of interest to you.

Emails and electronic communications about your Health Care. We may use and disclose Health Information to you via email. If you initiate an email to us, you agree we may communicate to you via email, including communications disclosing your Health Information. You acknowledge that such email is plain-text and not encrypted or secure.

Individuals Involved in Your Care or Payment for Your Care. When appropriate, we may share Health Information with a person who is involved in your medical care or payment for your care, such as your family or a close friend. We also may notify your family about your location or general condition or disclose such information to an entity assisting in a disaster relief effort.

Research. Under certain circumstances, we may use and disclose Health Information for research. For example, a research project may involve comparing the health of patients who received one treatment to those who received another, for the same condition.

Fundraising Activities. We may use your Health Information to contact you in an effort to raise money for Nayak Plastic Surgery. If you do not want us to do so, you must contact our Privacy Officer.

SPECIAL SITUATIONS:

As Required by Law. We will disclose Health Information when required to do so by international, federal, state or local law.

To Avert a Serious Threat to Health or Safety. We may use and disclose Health Information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Disclosures, however, will be made only to someone who may be able to help prevent the threat.

Business Associates. We may disclose Health Information to our business associates that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. For example, we may use another company to perform billing services on our behalf. All of our business associates are obligated to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract.

Military and Veterans. If you are a member of the armed forces, we may release Health Information as required by military command authorities. We also may release Health Information to the appropriate foreign military authority if you are a member of a foreign military.

Workers' Compensation. We may release Health Information for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks. We may disclose Health Information for public health activities. These activities generally include disclosures to prevent or control disease, injury or disability; report births and deaths; report child abuse or neglect; report reactions to medications or problems with products; notify people of recalls of products they may be using; a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

Health Oversight Activities. We may disclose Health Information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Data Breach Notification Purposes. We may use or disclose your Protected Health Information to provide legally required notices of unauthorized access to or disclosure of your health information.

Lawsuits and Disputes. If you are involved in a lawsuit or a dispute, we may disclose Health Information in response to a court or administrative order. We also may disclose Health Information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Law Enforcement. We may release Health Information if asked by a law enforcement official if the information is: (1) in response to a court order, subpoena, warrant, summons or similar process; (2) limited information to identify or locate a suspect, fugitive, material witness, or missing person; (3) about the victim of a crime even if, under certain very limited circumstances, we are unable to obtain the person's agreement; (4) about a death we believe may be the result of criminal conduct; (5) about criminal conduct on our premises; and (6) in an emergency to report a crime, the location of the crime or victims, or the identity, description or location of the person who committed the crime.

Coroners, Medical Examiners and Funeral Directors. We may release Health Information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We also may release Health Information to funeral directors as necessary for their duties.

National Security and Intelligence Activities. We may release Health Information to authorized federal officials for intelligence, counter-intelligence, and other national security activities authorized by law.

Protective Services for the President and Others. We may disclose Health Information to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or to conduct special investigations.

Inmates or Individuals in Custody. If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release Health Information to the correctional institution or law enforcement official. This release would be if necessary: (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) the safety and security of the correctional institution.

<u>USES AND DISCLOSURES THAT REQUIRE US TO GIVE YOU AN OPPORTUNITY TO OBJECT AND OPT OUT</u>

Individuals Involved in Your Care or Payment for Your Care. Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person you identify, your Protected Health Information that directly relates to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest based on our professional judgment.

Disaster Relief. We may disclose your Protected Health Information to disaster relief organizations that seek your Protected Health Information to coordinate your care, or notify family and friends of your location or condition in a disaster. We will provide you with an opportunity to agree or object to such a disclosure whenever we practically can do so.

YOUR WRITTEN AUTHORIZATION IS REQUIRED FOR OTHER USES AND DISCLOSURES

The following uses and disclosures of your Protected Health Information will be made only with your written authorization:

- 1. Uses and disclosures of Protected Health Information for marketing purposes; and
- 2. Disclosures that constitute a sale of your Protected Health Information

Other uses and disclosures of Protected Health Information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you do give us an authorization, you may revoke it at any time by submitting a written revocation to our Privacy Officer and we will no longer disclose Protected Health Information under the authorization. But disclosure that we made in reliance on your authorization before you revoked it will not be affected by the revocation.

YOUR RIGHTS:

You have the following rights regarding Health Information we have about you:

Right to Inspect and Copy. You have a right to inspect and copy Health Information that may be used to make decisions about your care or payment for your care. This includes medical and billing records, other than psychotherapy notes. To inspect and copy this Health Information, you must make your request, in writing, to our Privacy Officer. We have up to 30 days to make your Protected Health Information available to you and we may charge you a reasonable fee for the costs of copying, mailing or other supplies associated with your request. We may not charge you a fee if you need the information for a claim for benefits under the Social Security Act or any other state of federal needs-based benefit program. We may deny your request in certain limited circumstances. If we do deny your request, you have the right to have the denial reviewed by a licensed healthcare professional who was not directly involved in the denial of your request, and we will comply with the outcome of the review.

Right to an Electronic Copy of Electronic Medical Records. If your Protected Health Information is maintained in an electronic format (known as an electronic medical record or an electronic health record), you have the right to request that an electronic copy of your record be given to you or transmitted to another individual or entity. We will make every effort to provide access to your Protected Health Information in the form or format you request, if it is readily producible in such form or format. If the Protected Health Information is not readily producible in the form or format you request your record will be provided in either our standard electronic format or if you do not want this form or format, a readable hard copy form. We may charge you a reasonable, cost-based fee for the labor associated with transmitting the electronic medical record.

Right to Get Notice of a Breach. You have the right to be notified upon a breach of any of your unsecured Protected Health Information.

Right to Amend. If you feel that Health Information we have is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for our office. To request an amendment, you must make your request, in writing, to our Privacy Officer.

Right to an Accounting of Disclosures. You have the right to request a list of certain disclosures we made of Health Information for purposes other than treatment, payment and health care operations or for which you provided written authorization. To request an accounting of disclosures, you must make your request, in writing, to our Privacy Officer.

Right to Request Restrictions. You have the right to request a restriction or limitation on the Health Information we use or disclose for treatment, payment, or health care operations. You also have the right to request a limit on the Health Information we disclose to someone involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not share information about a particular diagnosis or treatment with your spouse. To request a restriction, you must make your request, in

writing, to our Privacy Officer. We are not required to agree to your request unless you are asking us to restrict the use and disclosure of your Protected Health Information to a health plan for payment or health care operation purposes and such information you wish to restrict pertains solely to a health care item or service for which you have paid us "out-of-pocket" in full. If we agree, we will comply with your request unless the information is needed to provide you with emergency treatment.

Out-of-Pocket-Payments. If you paid out-of-pocket (or in other words, you have requested that we not bill your health plan) in full for a specific item or service, you have the right to ask that your Protected Health Information with respect to that item or service not be disclosed to a health plan for purposes of payment or health care operations, and we will honor that request.

Right to Request Confidential Communications. You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you by mail or at work. To request confidential communications, you must make your request, in writing, to our Privacy Officer. Your request must specify how or where you wish to be contacted. We will accommodate reasonable requests.

Right to a Paper Copy of This Notice. You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. You may obtain a copy of this notice at our web site, www.nayakplasticsurgery.com. To obtain a paper copy of this notice, please contact our Privacy Officer.

CHANGES TO THIS NOTICE:

We reserve the right to change this notice and make the new notice apply to Health Information we already have as well as any information we receive in the future. We will post a copy of our current notice at our office. The notice will contain the effective date on the first page, in the top right-hand corner.

COMPLAINTS:

If you believe your privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. To file a complaint with our office, contact our Privacy Officer. All complaints must be made in writing. You will not be penalized for filing a complaint.